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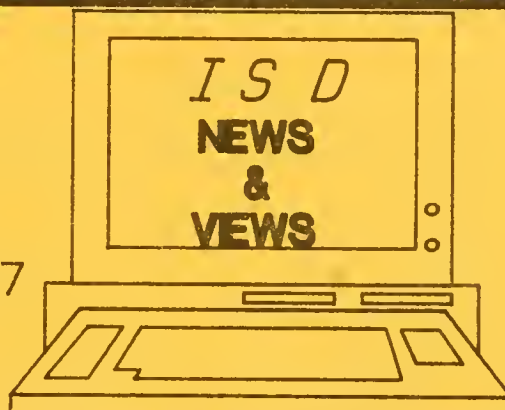
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A PUBLICATION OF THE INFORMATION CENTER BUREAU
MONTANA DEPARTMENT OF ADMINISTRATION
INFORMATION SERVICES DIVISION

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DEADHEAD

News

IBM Maintenance Agreement for Terminals and Microcomputers

Because of a change in the corporate service amendment (C.S.A) with IBM, prices for on-site maintenance service have been reduced. For example, on a 3178 type terminal, the cost of annual on-site exchange is \$74.90 versus annual customer carry-in that is \$75.00. Reduction in prices also applies to on-site repair of microcomputers. In many cases, the price for on-site service is now about the same or lower than carry-in service. The added convenience of on-site service makes this offer attractive. The conversion from carry-in to on-site is not automatic, you must notify IBM if you are interested in changing. To find out the cost difference between on-site and carry-in repair, contact Kim Carter or Jerry Bandy of IBM at 800-426-4005. Follow the prompts to talk about maintenance. If you decide to change your current maintenance coverage to on-site exchange or on-site repair, send a letter stating the desire to make the change with the machine type and serial number of each machine to IBM.

LOTUS 1-2-3, DEC, HEWLETT-PACKARD, and WANG users:

Lotus has announced new versions of 1-2-3 Release 2.01 for the DEC, Hewlett-Packard, and Wang personal computers. This release contains all of the features in the IBM version. This is a **significant** upgrade over the 1-2-3 Version 1A. DEC and Wang users can upgrade for \$150 directly from Lotus Corp. Hewlett-Packard users can purchase their upgrade through Hewlett-Packard (price unknown). If you have any questions concerning Lotus 1-2-3 upgrades or usage, call Brett McAlister at 444-2044.

DOS 3.3 Bug

DOS 3.3 has a problem when formatting diskettes. If the message that the diskette is invalid media or track 0 is bad -- disk unusable appears, leave the diskette in and format the diskette again and it should format. If you have problems, call the Information Center at 444-2973.

More WordPerfect Corrections Available

Another WordPerfect correction is available to users free of charge. The last WordPerfect correction did not fix the "Divide Overflow" problem some users have been experiencing. The new disk should fix this problem and also includes fixes for the speller, tutorial, block, hyphenation and list files. The fix is available for both stand-alone and network versions of WordPerfect.

Also, there is an upgraded WordPerfect Convert program available. To get your update, bring a formatted disk to the Information Center.

Call Gale at 444-2974 or Mel at 444-2859 if you have questions.

Word Processing Exchange Program

Any agency paying for subscriptions may exchange their word processing package for WordPerfect, free of charge. This free exchange will continue until January 1, 1988. After January 1, the fee will be one-half of the selling price.

The intent of this program is to help agencies standardize on one word processor. Many agencies currently have a wide variety of word processing programs. With the growth of electronic document distribution, this standardization should be helpful.

If you have any questions concerning this exchange program, please call Mel or Sandi at 444-2859.

Features

New Release of VPS (VTAM Printer Support) Installed on the Mainframe Computer

A new release of VPS has been installed on the mainframe. New features include:

- * VMCF (VPS Monitor and Control Facility) - A TSO full-screen interface command processor. This allows users to view the output queue and control their VPS printers via TSO. VPS has been set up as an ALIAS for VMCF, so you can access VPS using either VMCF or VPS.
- * VPSPRINT Command Processor - This command allows VPS users to print members on their VPS printers from the ready prompt in TSO. This command also has various parameters that can be specified to print certain columns, lines, and pages of output; top and/or bottom margins; page length; single or double spacing; etc. This command has replaced the PRINTOFF from the old release of VPS.

If you have any questions regarding VPS/VMCF, call Tricia O'Conner at 444-2906.

Optimized COBOL Programs

Recently, several COBOL programmers have been experiencing S0C4 and S0C1 abends in optimized COBOL programs. This is most likely to occur if the COBOL program has not been compiled since January of 1985 when the last release of CAPEX was installed. New to that release were two options, SUBRNGCHK and FDCHECK. The SUBRNGCHK option causes CAPEX to test subscript values to ensure that it has been initialized and lies within the range defined for the subscripted data item. The FDCHECK option causes CAPEX to issue an S0C4 abend at execution time if the COBOL program attempts to move data into a record of a file which is not open or move data into a record of an input file which is at end-of-file. The above coding techniques are commonly found in older COBOL programs. If you suspect these techniques are used and you do not want to correct them, specify NOSUBRNGCHK and NOFDCHECK as input parameters to the COBOL procedure at compile time. SUBRNGCHK and FDCHECK are the defaults in all COBOL compile procedures. Questions on this problem can be directed to Robin Anlian at 444-2860.

Saving on Tape Mounts

Since the new billing rates took effect in July, you may have noticed an increase in the cost of some jobs that use tapes. This is because there is now a charge for each tape mount which takes place. Therefore, you may want to review your JCL to make sure you are requesting as few tape mounts as possible. Consider the following example:

```
//STEP1 EXEC PGM=PROGRAM1
//INPUT DD DSN=F00.DATASET1,DISP=OLD,UNIT=TAPE,
//      VOL=SER=001234,LABEL=1
.
.
//STEP2 EXEC PGM=PROGRAM2
//INPUT DD DSN=F00.DATASET2,DISP=OLD,UNIT=TAPE,
//      VOL=SER=001234,LABEL=2
```

The above example will require 2 tape mounts, one in each step. This happens because the system dismounts the tape at the end of each step (that's the default), even though the same tape is used in subsequent steps. You can change your JCL to request that the tape remain mounted for use in a subsequent step. Here are samples of two methods.

Coding RETAIN on the VOLUME parameter

```
//STEP1 EXEC PGM=PROGRAM1
//INPUT DD DSN=F00.DATASET1,DISP=OLD,UNIT=TAPE,
//      VOL=(,RETAIN,SER=001234),LABEL=1
.
.
//STEP2 EXEC PGM=PROGRAM2
//INPUT DD DSN=F00.DATASET2,DISP=OLD,UNIT=TAPE,
//      VOL=SER=001234,LABEL=2
```

Note: To retain a scratch tape, code VOL=(,RETAIN)

Coding PASS on the DISP parameter

```
//INPUT DD DSN=F00.DATASET1,DISP=(OLD,PASS),UNIT=TAPE,
//      VOL=SER=001234,LABEL=1
```

Using the RETAIN or PASS parameters will save on tape mounts for those jobs which use the same tape in several steps within the same job. Note that this does not guarantee that the tape will remain mounted. If other jobs on the system request a tape drive and none is available, the system may dismount your tape (if it is not opened) and allocate the drive to another job. Also, you may save money by moving some tape datasets to disk, especially "small" datasets which are used frequently. Contact Randy or Gary in the Information Center at 444-2973 for assistance.

Glare Screens

Glare screens claim to reduce eyestrain caused by light reflected from computer terminals. ISD's Resource Management Unit purchased the following types of glare screens to determine which was most effective in relieving eyestrain.

From Global Computer Supplies:

See/Better Glass Glare Screen	\$57.00
CP/70 Polaroid Filter w/Static Grnd	\$64.00
Mesh Screen	\$29.00

Conclusion: Glare screen performance is affected by the position of light sources relative to the position of the computer display.

The See/Better Glass Screen was:

- Most durable
- Best improvement in contrast
- Significantly reduced glare EXCEPT when light source was directly behind display
- Moderately Priced

The CP/70 Polaroid Screen was:

- Less durable, made of perishable acrylic
- Improved contrast
- Tended to reflect images
- Most expensive when ordered with static ground to minimize dust collection

The Mesh Screen was:

- Less durable and subject to dust collection
- Tended to make contrast fuzzy but did reduce glare
- Least expensive
- Best for back lit environments

In addition, the recommended cleaners were ordered with these screens. The Polaroid CP/70 Filter Cleaner was preferred to Glare/Guard Optics Plus Cleaner for cleaning both the polaroid and glass screens. To clean the Mesh Filter, a \$2.00 Lint Pic-Up adhesive roller made by Helmac, and available from any grocery or discount store is recommended.

If you would like to see these screens, stop by the Resource Management Unit or call Amy Palmer at 444-2868.

Training

Free Classes

Two free mini classes will be held on October 7, 1987 in Room 25 of the Mitchell Building.

MICRO-MAINFRAME TRANSFERS 1:30 - 2:30 pm

This class explores our current methods of transferring data between microcomputers and the mainframe. Demonstrations of file transfers will be given using IBM 3278/79 send/receive, IRMA, and PANLINK. Advantages and disadvantages of each method will be discussed.

NETWORKING CONSIDERATIONS 3:00 - 4:00 pm

Should your microcomputers be networked? When and why is networking appropriate? Our experiences with IBM PC Network and IBM Token Ring Network will be discussed.

Call Wendy at 444-2856 or Gale at 444-2974 to register.

Computer Based Training Additions

The Information Center has added the following tutorials to the computer based training lab.

Introducing R:Base System V begins by building on essential concepts -- database design, basic terminology, system components -- and then proceeds with a dynamic, interactive approach to teaching the use of R:Base. The self paced tutorial program consists of three disks containing a total of nine units. The tutorial simulates System V menus and functions in order to provide users with realistic hands-on experience in working with a database. Learning is further enhanced by an on-line Help menu and a Review/Retry feature that makes it easy for users to review complex tasks and try alternative answers.

Introducing DisplayWrite 4 begins by focusing on keyboard fundamentals and then goes on to cover, step by step, the use of DisplayWrite 4 to create, revise, format, paginate and print documents. The program concludes with an overview of advanced DisplayWrite functions.

Advanced DisplayWrite 4 provides interactive instruction in the advanced features of DisplayWrite 4. Among the advanced functions covered are text formatting, keystroke programming, merge, outlines, footnotes, columns and tables, math, directories, spelling check and many others.

Call 444-2974 to sign-up or to check one out.

Displaywrite 3 To WordPerfect Conversion Demo

If your agency is changing word processing software from Displaywrite 3 to WordPerfect, this free demonstration will show you how your old documents can be converted to the new WordPerfect format. The demo will be October 9 at 1:30 pm. See the Training Schedule for more details.

 * UPCOMING CLASSES *

State Data Network Classes

Oct 19-23	Tentative IDMS Training
Oct 26-30	Introduction to JCL
Oct 6 (p.m.)	Personal Manager Calendaring

Microcomputer Classes

Sep 10, 11	Beginning Microcomputer Skills
Sep 14	Microcomputer Database Concepts & Design
Sep 15-16	Introduction to WordPerfect
Sep 16 (p.m.)	Macro Feature of Lotus 1-2-3
Sep 17-18	Introduction to Lotus 1-2-3
Sep 21	Spreadsheet Design and Documentation
Sep 23	Freelance
Sep 24-25	Beginning R:Base System V
Sep 28	Fundamentals of DOS
Oct 1, 2	Beginning Micro Skills
Oct 5-6	Introduction to WordPerfect
Oct 7 (a.m.)	Telephone Training
Oct 9 (p.m.)	DisplayWrite3 to WordPerfect Conversion
Nov 4	Database Concepts
Nov 5-6	Beginning R:Base System V
Nov 12-13	Intermediate R:Base System V
Nov 23-24	Introduction to Lotus 1-2-3

TRAINING SCHEDULE

STATE DATA NETWORK CLASSES

USING PERSONAL SERVICES/PC (PS/PC): presented by Jeanette Rushford of the Information Center

DATE: Oct 9, 1987
TIME: 8:30 am to 11:00 am
PLACE: Room 25, Mitchell Building
COST: \$30.00
LIMIT: 10
PREREQUISITE: Beginning Microcomputer Skills and experience with either WordPerfect or Displaywrite 3

PS/PC allows you to electronically send and receive messages or files. A document created by either WordPerfect or Displaywrite 3 can be distributed to any other person also using PS/PC by going through DISOSS on the state's mainframe.

To use PS/PC you must have the Personal Services/PC software, the IBM PC 3270 Emulation Program and adapter, and a coaxial cable or phone line connecting your PC to the mainframe.

PERSONAL MANAGER (PM): presented by Wendy Wheeler of the Information Center

DATE: Oct 6, 1987
TIME: 1:30 pm to 3:30 pm
PLACE: Room 25, Mitchell Building
COST: \$30.00
LIMIT: 10
PREREQUISITE: Beginning Microcomputer Skills or Basic Terminal Skills

Personal Manager is a calendaring product available to anyone who can establish a session with the mainframe. It is used for scheduling meetings (for yourself and others), reserving resources like conference rooms and even taking telephone messages.

INTRODUCTION TO JCL: presented by Randy Holm and Gary Wulf of the Information Center

DATE: Oct 26 - Oct 30, 1987
TIME: 8:30 am to 4:00 pm each day
PLACE: Room 25, Mitchell Building
COST: \$150.00
LIMIT: 8
PREREQUISITE: Basic Terminal Skills

This course is designed for programmers, I/O controllers, operations technicians or users of report-writing software who submit jobs on ISD's system.

This course will cover:

- Syntax and coding of IBM Job Control Language (JCL)
- MVS operating system
- How to handle datasets and device assignments
- Some of the IBM utilities
- Troubleshooting and interpreting system messages
- Hands-on experience writing and executing JCL

MICROCOMPUTER CLASSES

BEGINNING MICROCOMPUTER SKILLS: presented by the staff of the
Information Center

DATE: (one day only) Sept 11, 1987
Oct 1, 1987
Oct 2, 1987
TIME: 8:30 a.m. to 4:30 p.m.
PLACE: Room 25, Mitchell Building
NON-SUBSCRIBER COST: \$60.00
SUBSCRIBER COST: \$40.00
LIMIT: 10
PREREQUISITE: None

This course will give participants brief hands-on experience with microcomputers. Topics to be covered:

- The machine
- The operating system
- Word processing
- Spreadsheets and graphics
- File management
- Communications

All class time will be spent using microcomputers and software. The participant will learn what microcomputers can do and how to approach them with a positive attitude. This course or its equivalent is a prerequisite for other microcomputer courses.

FUNDAMENTALS OF DOS: presented by Gale Kramlick of the
Information Center

DATE: Sept 28, 1987
TIME: 8:30 a.m. to 4:30
PLACE: Room 25, Mitchell Building
NON-SUBSCRIBER COST: \$60.00
SUBSCRIBER COST: \$40.00
LIMIT: 10
PREREQUISITE: Beginning Micro Skills and/or 3 months
micro experience

FUNDAMENTALS OF DOS is intended for microcomputer users who need to know more about controlling their microcomputer through its operating system. Programming experience is NOT required. Topics to be covered include:

- What is DOS? Why is it necessary to know about it?
- DOS names for peripherals
- File naming
- The CONFIG.SYS file
- Internal commands - DIR, ERASE, RENAME, TYPE, COPY and their variations
- External commands - FORMAT, SYS, DISKCOPY, CHKDSK, MODE
- How to interpret batch files
- Backup procedures

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GRAPHICS CLASSES

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FREELANCE: presented by Gary Wulf of the Information Center

DATE: September 23, 1987
TIME: 8:30 am to 4:30 pm
PLACE: Room 25, Mitchell Building
NON-SUBSCRIBER COST: \$60.00
SUBSCRIBER COST: \$40.00
LIMIT: 10
PREREQUISITE: Beginning Microcomputer Skills

This class will give participants hands-on experience:

1. Using Freelance to create and enhance business graphs with Freelance's extensive freehand capabilities
2. Importing data from Lotus 1-2-3 and dBase to create graphs
3. Importing Lotus graphs into Freelance for enhancement.

Time permitting, general graphics design techniques will be discussed.

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WORD PROCESSING CLASSES

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INTRODUCTION TO WORDPERFECT: presented by Melanie Liston of the
Information Center

DATE: Oct 5 and Oct 6, 1987
TIME: 8:30 am to 3:30 pm on first day
8:30 am to noon on second day
PLACE: Room 25, Mitchell Building
NON-SUBSCRIBER COST: \$90.00
SUBSCRIBER COST: \$60.00
LIMIT: 10
PREREQUISITE: Beginning Microcomputer Skills

This course is intended for anyone interested in learning the basics of WordPerfect. This class will concentrate on text creation, use of function keys, editing, formatting, printing, filing, and retrieving documents. Merging documents, macro creation, block functions and use of the spell checker are also covered.

DW3 DOCUMENT CONVERSION: presented by Jeanette Rushford of the
Information Center

DATE: Oct 9, 1987
TIME: 1:30 pm to 3:30 pm
PLACE: Room 25, Mitchell Building
COST: *FREE*
LIMIT: 15
PREREQUISITE: Agency personnel who are converting to WordPerfect software

This demonstration will show you how to convert Displaywrite documents to WordPerfect documents. Please call Jeanette at 444-2973 to sign up.

=====

SPREADSHEET CLASSES

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INTRODUCTION TO LOTUS 1-2-3: presented by Gale Kramlick of the
Information Center

DATE: Nov 23 and Nov 24, 1987
TIME: 8:30 am to 3:30 pm on the first day
8:30 am to 12:00 noon the second day
PLACE: Room 25, Mitchell Building
NON-SUBSCRIBER COST: \$90.00
SUBSCRIBER COST: \$60.00
LIMIT: 10
PREREQUISITE: Beginning Microcomputer Skills

This course is designed for anyone with little or no previous 1-2-3 or microcomputing experience.

INTRODUCTION TO LOTUS 1-2-3 will concentrate on 1-2-3 spreadsheet creation and editing. Building formulas, using functions, formatting information, the 1-2-3 command structure and the creation of graphics is covered. Printing spreadsheets and graphs is also included. The more advanced features such as macro programming and database commands are covered in other classes.

Class format consists of lecture and hands-on practice followed by lab time on actual agency spreadsheets for further experience.

MACRO FEATURE OF LOTUS 1-2-3: presented by Brett McAlister of
the Information Center

DATE: Sept 16, 1987
TIME: 1:00 pm to 4:30 pm
PLACE: Room 25, Mitchell Building
NON-SUBSCRIBER COST: \$40.00
SUBSCRIBER COST: \$30.00
LIMIT: 10
PREREQUISITE: Intro to Lotus or equivalent
experience

The macro programming capabilities of 1-2-3 can help you automate 1-2-3 tasks, saving time and keystrokes. A macro is a sequence of keystrokes and commands stored in your worksheet for execution when desired.

This class is for 1-2-3 users who have no previous macro experience. Through lecture, video and hands-on practice, participants will learn to write and document timesaving macros.

SPREADSHEET DESIGN AND DOCUMENTATION: presented by Ron Heilman
of the Information Center

DATE: Sept 21, 1987
TIME: 8:30 am to 4:30 pm
PLACE: Room 25, Mitchell Building
NON-SUBSCRIBER COST: \$60.00
SUBSCRIBER COST: \$40.00
LIMIT: 10
PREREQUISITE: Introduction to Lotus 1-2-3

This class will emphasize the importance, effectiveness and the organizational benefits of good spreadsheet design and documentation. The Lotus 1-2-3 spreadsheet program will be used to demonstrate good and bad techniques. Some methods to track down common mistakes and logic problems will be covered.

Students should have previous spreadsheet experience. A general knowledge spreadsheet applications and concepts is required. Minimum requirements can be met by completing the "Introduction to Lotus 1-2-3" class. Students are not required to be 1-2-3 users, however, if this is the case, or if you are not sure if you meet the minimum requirements, please call Ron at 444-2924.

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COMMUNICATIONS CLASS

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TELEPHONE STATION USER TRAINING: presented by LaVelle Brannin of
the Telecommunications Bureau

DATE: Oct 7, 1987
TIME: 8:30 a.m. to 10:00 a.m.
10:30 a.m. to noon
PLACE: Room 25, Mitchell Building
COST: FREE
LIMIT: 10
PREREQUISITE: none

This class is designed to familiarize new employees or refresh current employees with the features and use of the state telephone system. Also discussed will be the different calling capabilities available and the dialing plan. This is an interactive class combining demonstrations and hands on usage of the features and the dialing plan.

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DATABASE CLASSES

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MICROCOMPUTER DATABASE CONCEPTS AND DESIGN: presented by Randy Holm of the Information Center

DATE: Nov 4, 1987
TIME: 8:30 am to 4:30 pm
PLACE: Room 25, Mitchell Building
NON-SUBSCRIBER COST: \$60.00
SUBSCRIBER COST: \$40.00
LIMIT: 10
PREREQUISITE: Beginning Microcomputer Skills

This class is designed to give participants a primary understanding of what a relational database is and how it compares to other products like Lotus 1-2-3 and PFS:Professional File. The class teaches database design techniques and is a prerequisite for other database classes offered by the Information Center.

BEGINNING R:BASE SYSTEM V: presented by Brett McAlister of the Information Center

DATE: Nov 5 and Nov 6, 1987
TIME: 8:30 am to 4:30 pm each day
PLACE: Room 25, Mitchell Building
COST: \$100.00
LIMIT: 10
PREREQUISITE: Beginning Microcomputer Skills and Micro Database Concepts and Design

This class will give participants hands-on experience creating a database and developing a simple application with R:Base System V. The application will include database updates, queries, and simple forms and reports generation. "Prompt by Example" and "Express" will be used.

INTERMEDIATE R:BASE SYSTEM V: presented by Randy Holm of the Information Center

DATE: Nov 12 and Nov 13, 1987
TIME: 8:30 am to 4:30 pm each day
PLACE: Room 25, Mitchell Building
NON-SUBSCRIBER COST: \$120.00
SUBSCRIBER COST: \$80.00
LIMIT: 10
PREREQUISITE: Beginning R:Base System V

This class will expand on what was covered in the beginning R:base class. Topics covered include sophisticated forms and reports, multi-table operations, database maintenance, and R:base commands and functions. An overview of custom code and macros will be given to demonstrate the programming capabilities of R:base, but emphasis will be on simple enhancements to Application Express rather than programming from scratch.

=====

COMPUTER BASED TRAINING

=====

The following free tutorials are available in the Computer Based Training Lab located in Room 24 of the Mitchell Building. The tutorials are either diskette or video-based. All are designed for individual study and self-pacing. Tutorials available in the CBT lab include:

- Using Displaywrite 3
- Disk Operating System (DOS)
- Intro to Lotus 1-2-3
- Macro Programming & Advanced Lotus 1-2-3
- Typing Instructor
- Teach Yourself WordPerfect
- The Instructor (microcomputer systems)
- Turbo Pascal Tutor
- Beginning R:Base System V
- Introduction to DisplayWrite4
- Advanced DisplayWrite4

Call Gale in the Information Center at 444-2974 to reserve time in the lab or to check out the tutorials.

FULL CLASS FEE WILL BE BILLED TO THE REGISTRANT UNLESS CANCELLATIONS ARE MADE THREE DAYS BEFORE THE DATE FOR EACH CLASS.

700 copies of this public document were printed at a cost of \$350.00. Distribution costs are \$16.00

Editor: Teri Lundberg

ISD COURSE ENROLLMENT APPLICATION
COMPLETE THIS APPLICATION IN FULL AND
RETURN IT TO THE INFORMATION CENTER BUREAU
PRIOR TO THE FIRST DAY OF CLASS

COURSE DATA

Course Requested: _____

Date Offered: _____

STUDENT DATA

Name: _____

Soc Sec Nbr (for P/P/P): _____

Agency & Division: _____

Mailing Address: _____

Phone: _____

How have you met the required prerequisites for this course? Explain giving the class(es) taken, Information Center tutorial(s) completed, and/or experience.

BILLING INFORMATION/AUTHORIZATION

Are you an ISD subscribing agency: _____

ISD Billing Number (5 digits): _____

Authorized Signature: _____

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